



CITY OF PULLMAN

Fire Department

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To: Adam Lincoln, City Administrator, Mayor Glenn Johnson and City Council

From: Mike Heston, Fire Chief

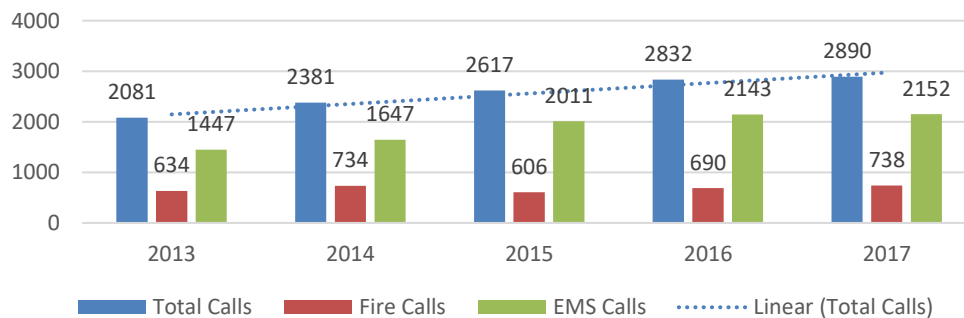
Date: August 14, 2018

Ref: 2017 Fire Department Annual Report

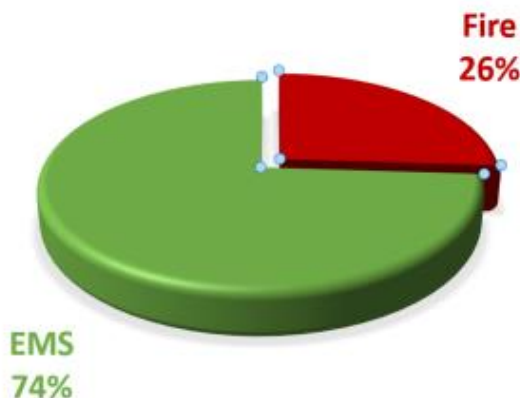
Overview

Call volume for the fire department increased by 2 % in 2017. There were a few staffing changes due to a retirement and turnover. The department continued to utilize the 4-platoon staffing model on a trial basis, numerous members took advantage of the National Fire Academy and the department placed in service new self-contained breathing apparatus, portable radios received from an Assistance to Firefighters Grant of \$758,000 awarded in 2016 and a new fire engine was placed in service.

PFD Call Volume 2013-2017



CALL PERCENTAGES

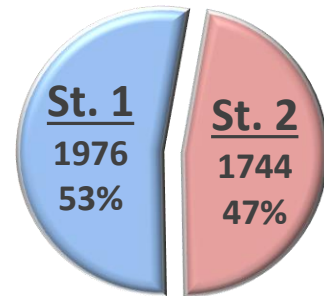


Fire Incident Type	Incident Count
Fire	102
Rupture/Explosion	2
EMS/Rescue	2152
Hazardous Condition	57
Service Call	60
Good Intent Call	89
False Call	428
Totals	2890

Total Department Responses

The department responded to 2890 individual calls for service which is up 2 % from 2016. This amounted to 3720 total station responses where resources from both stations were needed to respond. This is down 189 responses or 4.8% from 3909 in 2016. (Station 1). Of the total station responses, station 1 responded 1976 times (53%) while station 2 responded 1744 times (47%) which is the same percentage as the previous year. The decline in total station responses from station 1 is a positive outcome of the 4-platoon shift which has increased the staffing at station 2 to four personnel or more 32% of the time.

2017 Station Responses

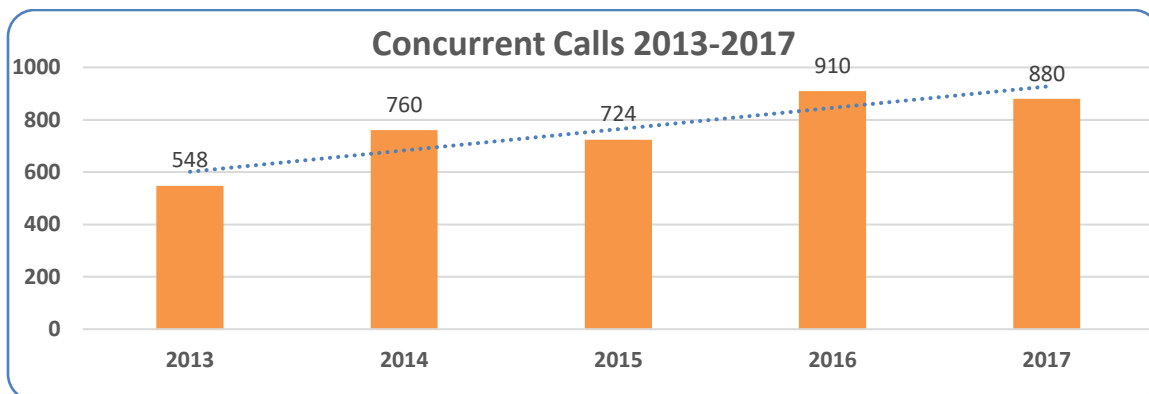


FIRE Station 1	
Incidents	1976
Fire	457
EMS	1519

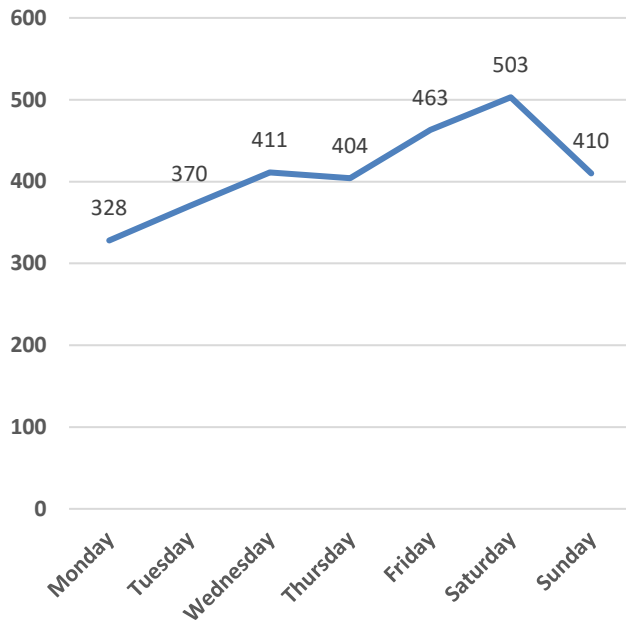


FIRE Station 2	
Incidents	1744
Fire	425
EMS	1319

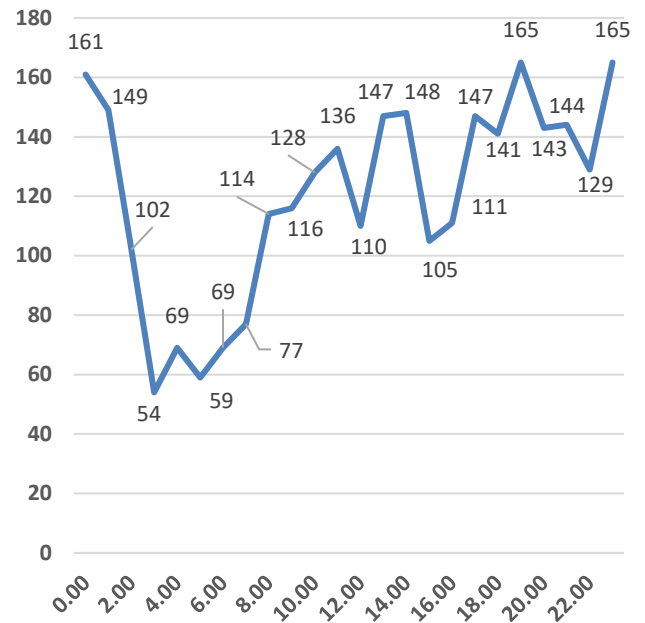
Concurrent responses or back-to-back calls in 2017 occurred 30% of the time. Concurrent calls can severely limit the number of adequate resources available to respond to the next call. The frequency of concurrent calls increase as call volume increases.



2017 Incidents by Day of Week



2017 Incidents by Time of Day

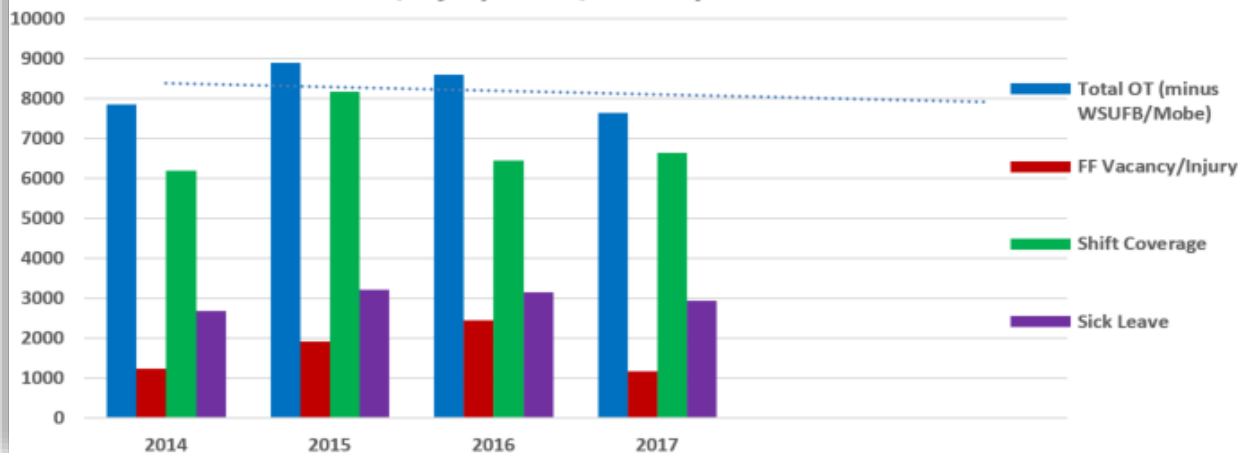


Staffing

There were several staffing changes. The major changes were the hiring of a training officer, Deputy Chief Raymond Lamoureux (February) and the retirement of Captain Don Foster (December) with 31 years of service. Three positions were vacated and filled in 2017. Paramedic Ryan Palmberg from Spokane, Paramedic Steve Potratz-Lee from Moscow and Firefighter Robbie Krieger from Pullman. All three members successfully completed the twelve week Washington State Fire Academy in North Bend. Temporary positions from the Reserve firefighters were hired from the current civil service list to help fill the gaps while the new hires received firefighter training and certification. There are no planned retirements in the next few years.

2017 held the majority of the 18 month trial period for the 4-platoon system. This new shift structure continued to show its increased flexibility in shift staffing numbers, daily movement to cover vacancies, promotional opportunities and measurable decreases in sick leave and overtime. The chart below presents a few areas within the department that were impacted by the 4-platoon staffing trial.

Sick Leave/Injury Leave/Vacancy Overtime Numbers



Fire Suppression

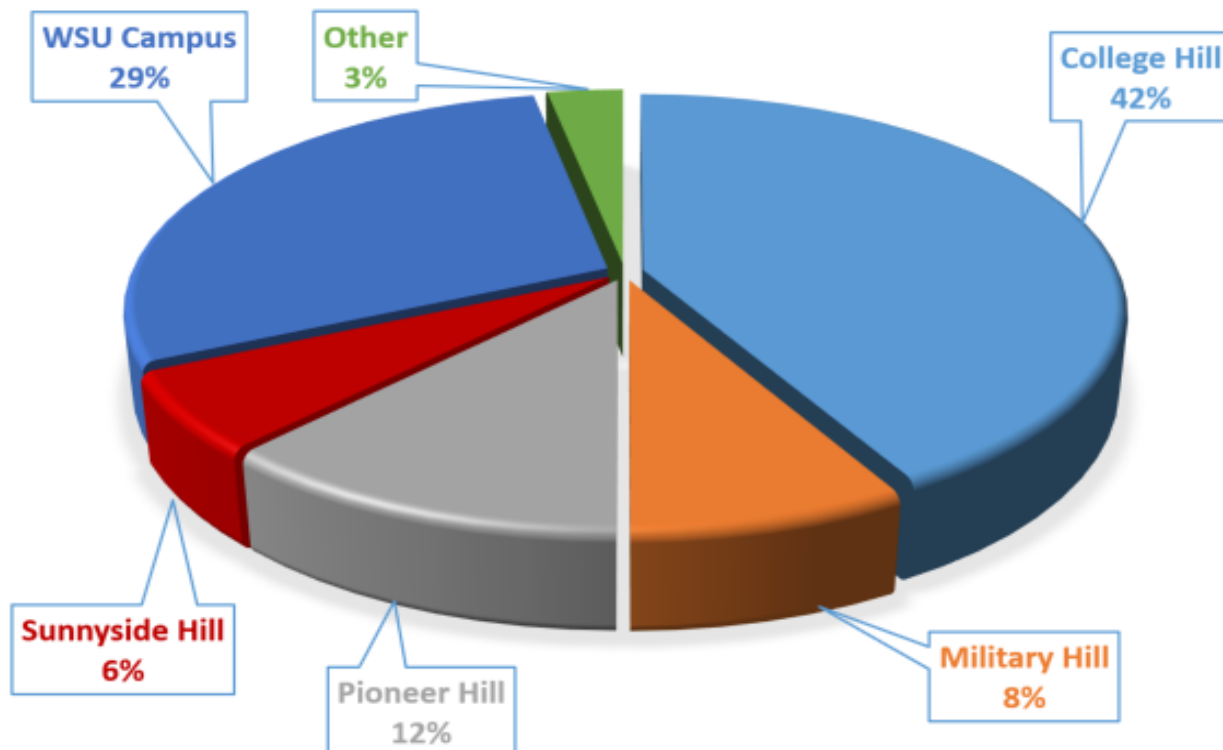
The department responded to 738 individual fire related responses in 2017, which included 882 total station responses, totaling 26% of the total call volume. This was an increase of 7 % from 2016. The average response time (turnout and travel) for fire calls was 5:53 or 353 seconds. The national average for turnout time and travel time is 320 seconds.

2017 Most Common Fire Calls

Nature		Nature		Nature	
Fires	102	Hazardous Condition	57	Good Intent	89
Outside Rubbish/Trash	25	Electrical Problem	16	Smoke Investigation	31
Cooking Fires	23	Natural Gas Leak	8	Cancelled Enroute	25
Building Fires	17	Power Line Down	7	No Incident Found	15
Brush, Grass, Vegetation	14	Overheated Motor	5	Gas Odor	14
Vehicle Fires	6				
Rupture/Explosion	2	Service Call	60	False Call	428
Steam Rupture	1	Fire Drills	21	Smoke Detector Related	319
Excessive Heat	1	Public Assist/Agency	19	Malicious	29
		Water Problem/Leak	12	Sprinkler Related	20
		Unauthorized Burning	8	Carbon Monoxide	16
		Fire Alarm Reset	4	Trouble Alarms	13

Fire response percentage breakdowns by geographical area were:

2017 FIRE RESPONSES

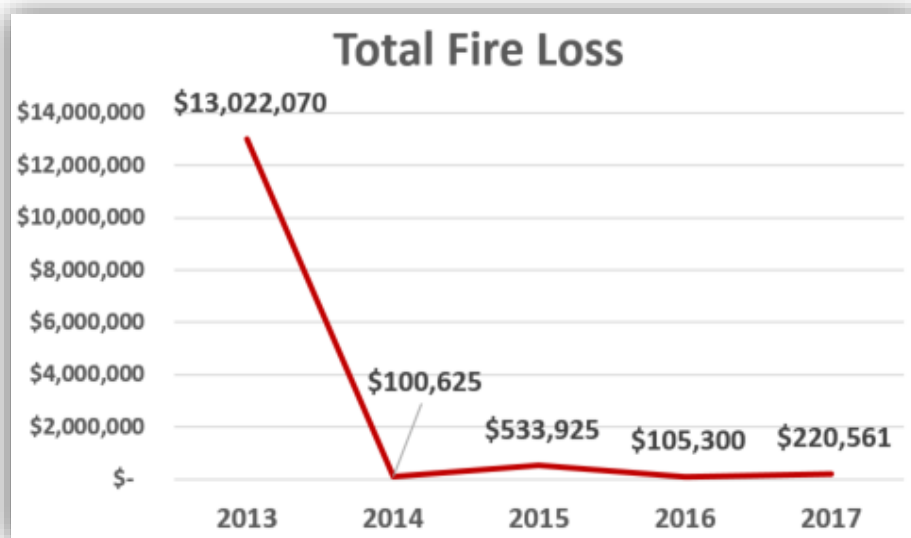


Fire Loss

Total fire loss for 2017 was estimated at \$220,561 with the largest single fire loss at \$160,000. The department keeps track of fire loss from structures lost or damaged. Fire loss is an estimation of the total loss of the structure and the contents in terms of replacement in like, kind and quantity. This estimation of fire loss includes contents damaged by fire, smoke, water and overhaul. The department uses an “average” construction costs per square foot formula to estimate the initial property loss.



The final insurance value can vary greatly depending on the scope of the repairs. Collecting property and content loss helps define the magnitude of the fire problem and provides an additional indicator of the incident severity. This information can help local communities, states and the country to determine the amount of money that should be spent on fire protection.

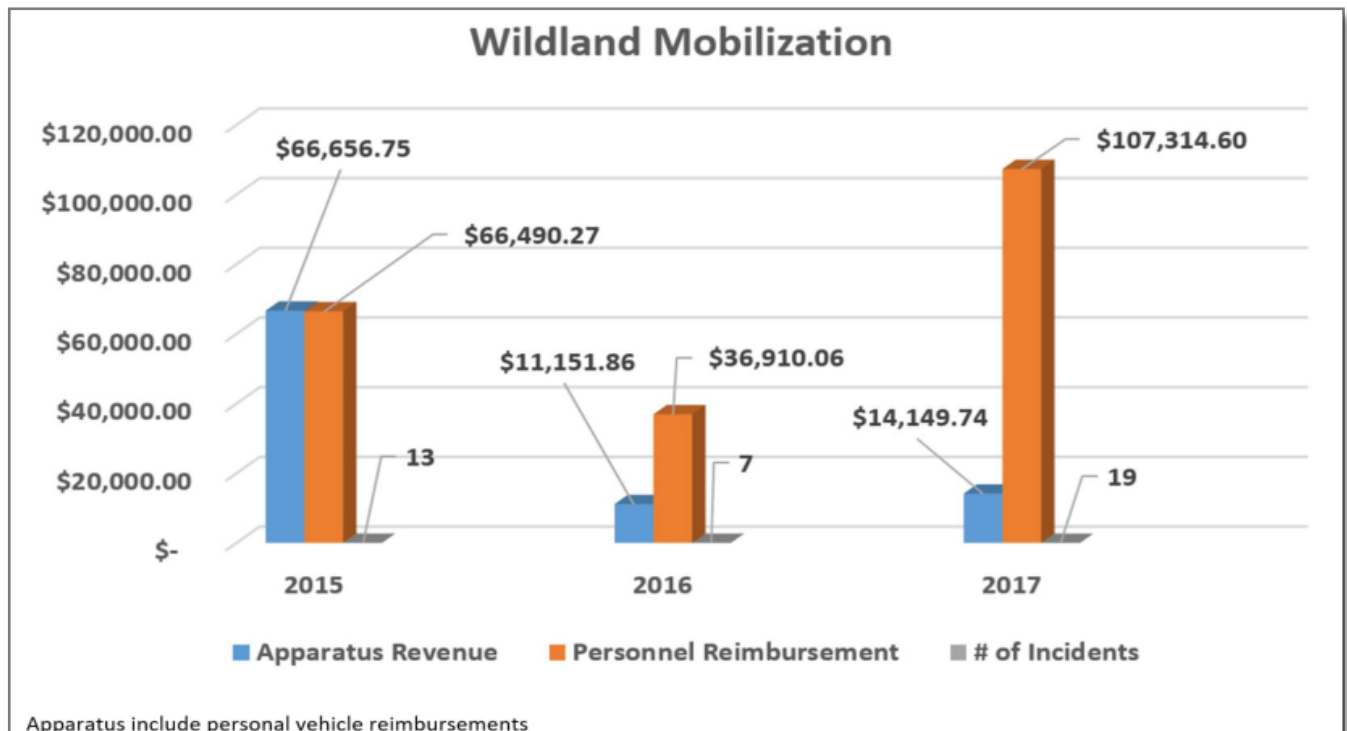


Wildland Mobilization

The department participates in wildland mobilization for the region. The department has contracts with Washington State Patrol (WSP) and Department of Natural Resources (DNR) for sending equipment and personnel to fires in Washington State. These are normally for short periods of time (few days) but could be up to 14 days. The requirements are to be able to respond immediately (within 1 hour). Other members serve on local (eastern Washington) and regional (Washington-Oregon) Incident Management Teams (IMT's) which serve as the overhead support team for these fire resources.



All personnel costs to the city are reimbursed including backfill and the use of the vehicles are compensated. Participating members gain valuable experience, organizational skills and leadership for the department and the city which is not available locally due to minimal wildland fires in the city and immediate area. The skills gained from wildland mobilization are also utilized for all hazard conditions which would greatly benefit the department and city for any large scale emergencies. The City of Pullman is highly recognized around the state for their professionalism, skill and willingness to assist other agencies and jurisdictions in their time of need.



Emergency Medical Services

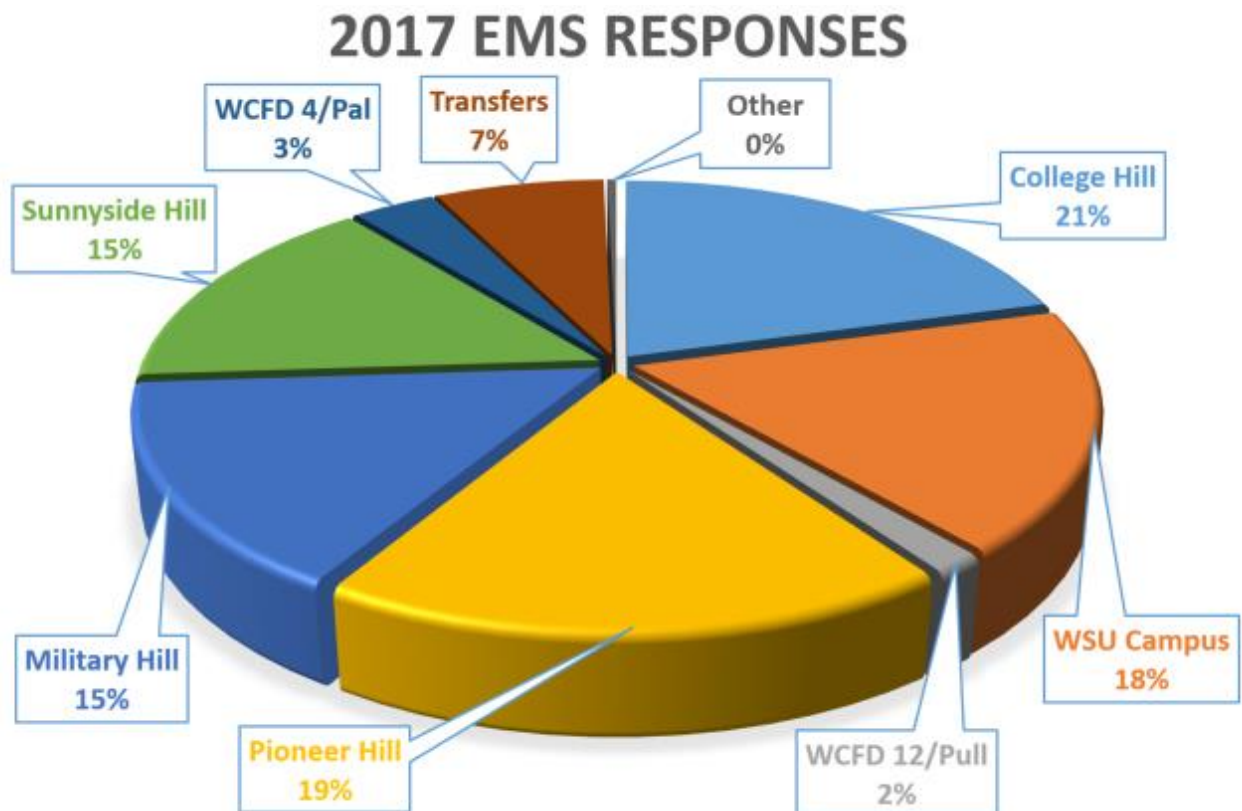
The department responded to 2152 individual medical responses in 2017 which required 2838 station responses totaling 74% of the total call volume. This was an increase of 0.4% from 2016. Patient transports happened 64% of the time with 47% of the responses dispatched as Advanced Life Support (ALS). The average response time (turnout and travel) for medical calls was 6:15 or 375 seconds. The national average for turnout time and travel time is 320 seconds.

2017 Most Common Medical Transports

Nature		Nature	
Falls	13.5 %	Injured Person	3.5 %
Transfers	11.3 %	Vehicle Accidents	2.4 %
Sick Person	11.1 %	Stroke/CVA	2.2 %
Syncope/Unconscious	9.8 %	Psych/Suicide	1.9 %
Breathing Problems	7.3 %	Allergic Reaction	1.6 %
Chest Pain/Cardiac	6.7 %	Overdose/Poisoning	1.6 %
Seizures	5.1 %	Hemorrhage/Lacerations	1.4 %
Other Medical	4.5 %	Back Pain	1.4 %
Alcohol	4.1 %	Diabetic Problems	1.2 %
Abdominal Pain	3.6 %	Traumatic Injuries	1.1 %

*Alcohol/drugs are a contributing factor in many calls

Medical response percentage breakdowns by geographical area were:



Fire Prevention and Investigation

The Fire Prevention had an extremely busy year with training and certifications in arson investigation, explosive investigator, fire sprinklers and building plan reviews. The increase in building construction in the city and at WSU also added to the workload. The prevention office reviewed over 100 construction plans for the year. The city composed of 78 plan reviews and WSU accounted for 22. The largest and most complex was the new Kamiak Elementary School project by the Pullman School District. Twelve operational and 50 construction permits were issued for 2017 generating fee revenue just over \$35,000. This was an increase of approximately



\$13,000 from the previous year, which continues to reflect the updated inspection fee schedule and increase of construction at WSU.



The department investigated 13 structure fires in the city and three fires out of the city with mutual aid request to assist area departments. Deputy Fire Marshal Nuttman held the second annual fire investigation task force meeting which involves the cooperation of area fire and police departments from Washington and Idaho.

The Fire department continues to conduct occupancy inspections in the city businesses

with the most common findings are extension cords improperly used as permanent wiring, non-working exit signage, fire extinguishers and hood systems out of annual inspection date. Great improvements were also made in the Fraternity inspection process this year. More pro-active meetings were held discussing improved strategies for success with the house representatives. The increased education and cooperation with the Fraternities increased the first-time fully compliant houses from 5 in 2016 to 9 in 2017 (80% increase). The Prevention office also took the first step in minimizing paper processes with the use of computers for producing inspection reports by email.



Public Education

The department conducted 17 First Aid and/or CPR classes in 2017 improving the skill level and awareness of over 140 citizens. The car seat fitting program, in conjunction with the police department, continues to evolve along with dozens of tours at the fire station, ride-alongs, fire extinguisher classes, fire alarm drills and safety talks at Washington State University residence halls, apartment complexes, academic buildings and Greek housing.

The department participated in numerous community activities including the National Emergency Medical Services Week, 4th of July, Lentil Festival, Fire Prevention Week at Walmart, Holiday tree lighting, Egg Hunt, Pullman Family Fair, Schweitzer Engineering



Health Fair, Neill Public Library book reading, Pullman High School football games, WSU-Pullman Community Safety Fair, WSU Alive Orientation sessions and Lend a Hand for seniors. The demand for scheduled visits by fire trucks to local raffle winners at community fundraisers continue to rise due to the popularity. Sparky the Fire Dog was a new addition to the department thanks to generous donations from Pullman Walmart and the Pullman Firefighter Local 1892. He is becoming a crowd favorite!

Partnership opportunities continued with Gladish Community and Cultural Center and WSU Visitor Center by utilizing their facilities for training and events in exchange for providing community service and public events at their location each year. The latest additions were the attendance of all WSU new student orientation sessions throughout the year by Deputy Fire Marshal Nuttman and fire safety at the Pullman high school. This also allows for the recruitment of future Pullman Fire Reserves for the department.





A new tradition was added this year. It was the annual open house at the fire stations. Station 2 hosted the first annual open house in July 2016 with over 200 participants attending the event. The 2017 open house at fire station 1 in May provided even more informational and activity stations including numerous community partners. The department was able to show off the new upgrades to the station as well as educate the public on response, equipment, vehicles, staffing and future goals and needs. More than 400 participants attended the event. This will continue to be an annual opportunity for the citizens to see what their fire department provides.

Another new program was implemented at the elementary schools. It involved a drawing contest having students diagram two ways out of their home in case of a fire or emergency. The class turning in the most diagrams received an ice cream party sponsored by Pullman Firefighter Local 1892.



A new fire engine was placed in service at fire station 1 on December 22, 2017. The 2017 engine was built by Spartan Emergency Response Vehicles. Community members and local citizens were invited to take part in the short ceremony to help celebrate and to actually “push” the 45,000 lb. engine into the fire station with the firefighters. A tradition that dates back the days of horse pulled steam engines.

Training

In 2017, the Training Division welcomed a new Deputy Chief of Training. Ray Lamoureux took over as the Training Officer duties in February. Ray hails from Gig Harbor, WA where he was a Lieutenant with South Kitsap Fire and Rescue. He comes to Pullman Fire with 24 years of experience with 7 years as a volunteer firefighter and 17 years as a professional firefighter. Ray also has some fire commissioner experience as well.

The Pullman Fire Department Training Division continues to make progress in delivering relevant, quality, and safe education for Department members. It has also teamed up with the Washington State Fire Training Academy in its Regional Direct Delivery Program to increase the amount and quality of training in Whitman County. We continue to encourage, and make available, career and professional development in the areas of leadership, pertinent hands on training, and those wanting to branch out into other facets of the fire service.



Several Company Officers and acting officers took steps to improve their professional development and leadership by attending components of the two-week Managing Officers Program at the National Fire Academy in Emmitsburg, Maryland. They are on track to graduate from the program in 2018 and 2019.

The Training Division continues to strive and improve the Department's Washington Survey and Rating

Bureau (WSRB) rating through training. Recruit class 2017-18 will be the first recruit academy to graduate with their International Fire Service Accreditation Congress (IFSAC) Firefighter I and Hazardous Materials Operations accreditations.

We also have many existing members that are studying to achieve these accreditations as well. While we will not train any less, these vital accreditations decrease the Department's training hour liability. Our turn over in the Department's Reserve Firefighter program seems to be slowing. For recruit class 2017-18, the department only needed to fill six positions. We have a great group of individuals in the academy now, and when they graduate in June, they will have completed over 360 hours of fire and EMS training. While we hate to see them leave, we have a high rate of success in our Reserve Firefighters being hired into professional firefighting jobs and going to paramedic school.



Washington State University continues to support the Pullman Fire Department Training Division. The access they have given to the Training Division has been invaluable in making our training as realistic and challenging as we can make within the confines of non-destructive training.